

Food Safety & Consumer Division - Pesticide Management Section
Phone (334) 240-7233 or 7261 Fax (334) 240-7168

Alabama Department of Agriculture
Food Safety & Consumer Division, Pesticide Management Section
CONSUMER COMPLAINT FORM

Information:

The Alabama Department of Agriculture is responsible for the enforcement of State and Federal pesticide laws and regulations. By completing the attached form you are providing information needed to investigate the manufacture, sale and/or use application of a pesticide. Submitting this form will authorize the Department to inspect your property if needed, examine and copy any pertinent documents, collect written statements, and take samples if necessary.

The Department is **authorized** to investigate those cases involving alleged pesticide mis-use, pesticide drift, substandard termite treatments if there is a current contract, failure to issue a termite contract, failure to retreat active termite infestations, certain sales practices leading to the application of a pesticide, pesticide mislabeling, illegal pesticide applicators, illegal pesticide sales, and illegal pesticide manufacture. The Department regulates Wood Destroying Organisms Infestation Inspection Reports known as clearance letters from the perspective of those qualified to issue the reports, conducting inspections, contents of the report, and the penalty for those not qualified to issue these reports.

The Department does **not** have authority regarding pricing of pesticides and/or pesticide application services, contractual disputes over payment, non-pesticide services, and personal or property damage disputes. These issues are usually of a civil nature; therefore, you may wish to seek legal counsel.

For questions regarding your health and/or safety concerning pesticides, you may contact your health care provider. You may also find health and pesticide safety information by contacting the EPA National Pesticide Info Center at 1-800-858-7378.

Instructions:

The Alabama Department of Agriculture requires that all Consumer Complaints be submitted in written form. Please complete the attached form providing as much information as possible and attach copies of all pertinent documents such as contracts, service tickets, canceled checks (front and back), letters, diagrams or photographs. **Incomplete forms and documentation not included will delay the processing of your complaint.**

Return your completed form to the address listed below:

Alabama Department of Agriculture, Food Safety & Consumer Division, Pesticide Management Section,
PO Box 3336, Montgomery, AL 36109-0336, **Phone:** (334) 240-7233, **Outside the local calling area:**
1-800-642-7761 extension 7233, **Fax:** (334) 240-7168

Upon receipt of the Consumer Complaint Form, our office will contact you and discuss your request prior to beginning any investigation. Responses will be prioritized based on the nature of the request.